



# Shanghai Consulate News for Americans

Issue 52

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## American Citizen Services (ACS) Contact Information

U.S. Consulate General,  
Shanghai, China  
1038 West Nanjing Road,  
8/F Westgate Mall

梅龙镇广场 (Méi Lóng  
Zhèn Guǎng Chǎng)

Tel: (86-21) 3217-4650

Fax: (86-21) 6217-2071

Open 8:00am - 11:30am  
and 1:30pm - 3:30pm

Monday to Friday  
\*Closed on Wednesday  
afternoons, weekends,  
and holidays.

After Hours Emergencies:  
(86-21) 3217-4650

ShanghaiACS@state.gov

Homepage:  
[shanghai.usembassy-  
china.org.cn/service.html](http://shanghai.usembassy-china.org.cn/service.html)

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## WE HEARD YOU!

Greetings!

Thank you to everyone who took the time to fill out a *Customer Experience Survey* while at our office! We very much appreciate your feedback! We want your experience at the American Citizen Services office to be as pleasant and efficient as possible. To that end, we have made several changes in direct response to your feedback.

First, in an effort to make the waiting room more comfortable and inviting, we have put new red and blue cushions and seatbacks on all the chairs. We have also added American-themed artwork to the walls.

In response to requests for entertainment in the waiting room, we now keep a supply of magazines and books for you to read while waiting for services. We have also added a children's corner stocked with crayons, coloring books, toys and a

chalkboard in an effort to keep both the young and the young at heart entertained.

Also, based on your feedback, we have now updated our website to inform American citizens that, for security reasons, mobile and electronic devices are not allowed in the ACS waiting room and to suggest that visitors may want to bring a book or magazine to read while they wait.

We continue to evaluate and update our processes to ensure that we are meeting your needs to the best of our ability. We welcome your feedback and hope that your experience at the American Citizen Services office is as pleasant and comfortable as possible.

American Citizen Services  
U.S. Consulate General  
Shanghai, China

## Upcoming Holidays & Other Closures

A full list of all of our holiday closings is online at <http://shanghai.usembassy-china.org.cn/holidays.html>. The ACS Unit will be **CLOSED** to the public on:

**May 28, Monday:** Memorial Day (阵亡将士纪念日 Zhènwáng Jiāngshì Jìniàn Rì)

**June 22, Friday:** Dragon Boat Festival (端午节 Duānwǔ Jié)

**July 4, Wednesday:** Independence Day (独立日 Dúlì Rì)

## Air Quality Monitor at U.S. Consulate Shanghai

The U.S. Consulate General in Shanghai has recently installed a PM2.5 air quality monitor to measure fine particles in the air at its Huai Hai Middle Road compound.

Data from this monitor are used to calculate the Air Quality Index (AQI)

which provides a health resource for the American community.

If you would like to view our data, please look for us on Twitter (@cgshanghaiair) or view our website at <http://shanghai.usembassy-china.org.cn/airmonitor.html>.



## Leaving Shanghai Consular District?

If you are departing the Shanghai consular district after a long stay here and you formally joined the Smart Traveler Enrollment Program (STEP), please do not forget to end your enrollment when you leave.

You can end your enrollment by visiting the <https://travelregistration.state.gov> site if you previously enrolled through this site.

If you previously submitted a paper enrollment form to the U.S. consulate, you may end your enrollment by sending an email request to:

[ShanghaiACS@state.gov](mailto:ShanghaiACS@state.gov).

## Travel Warnings and Alerts

*Security reminder: It is advisable that you and your family review your personal security profile and be aware of your surroundings at all times.*

Since our previous Newsletter, the U.S. Department of State has issued new Travel Warnings for the following countries:

<a href="#"><u>Saudi Arabia</u></a>	05/18/2012
<a href="#"><u>Lebanon</u></a>	05/08/2012
<a href="#"><u>Algeria</u></a>	05/04/2012
<a href="#"><u>Iran</u></a>	04/27/2012

Travel Warnings are issued to describe long-term, protracted conditions that make a country dangerous or unstable. A Travel Warning is also issued when the U.S. Government's ability to assist American citizens is constrained due to the closure of an embassy or consulate or because of a drawdown of its staff. This information is available at

[http://travel.state.gov/travel/cis\\_pa\\_tw/tw/tw\\_1764.html](http://travel.state.gov/travel/cis_pa_tw/tw/tw_1764.html).

The U.S. Department of State also has issued new Travel Alerts:

[Bahrain](#) 04/25/2012

Travel Alerts are issued to disseminate information about short-term conditions generally within a particular country or region that pose imminent risks to the security of U.S. citizens. Natural disasters, terrorist attacks, coups, anniversaries of terrorist events, election-related demonstrations or violence, and high-profile events such as international conferences or regional sports events are examples of conditions that might generate a Travel Alert. This information is available at :

[http://travel.state.gov/travel/cis\\_pa\\_tw/pa/pa\\_1766.html](http://travel.state.gov/travel/cis_pa_tw/pa/pa_1766.html).

The most up-to-date information regarding permitted and prohibited items on flights can be viewed online at

<http://www.tsa.gov/travelers/airtravel/prohibited/permitted-prohibited-items.shtm>.

For additional information, please visit "Americans Traveling Abroad" on the U.S. Department of State website: [http://travel.state.gov/visa/americans/americans\\_1252.html](http://travel.state.gov/visa/americans/americans_1252.html).

Students traveling abroad may wish to visit the State Department site designed for them: <http://studentsabroad.state.gov/>.

To obtain up-to-date information on security conditions, please call 1-888-407-4747 (toll free in the United States), or +1-202-501-4444 if you are outside the United States.

## Children - Child Traveling with One Parent or Someone Who Is Not A Parent or Legal Guardian or A Group

(From cbp.gov)

*If a child (under the age of 18) is traveling with only one parent or someone who is not a parent or legal guardian, what paperwork should the adult have to indicate permission or legal authority to have that child in their care?*

Due to the increasing incidents of child abductions in disputed custody cases and as possible victims of child pornography, Customs and Border Protection (CBP) strongly recommends that unless the child is accompanied by both parents, the adult have a note from the child's other parent (or, in the case of a child traveling with grandparents, uncles or aunts, sisters or brothers, friends, or in groups\*, a note signed by both parents) stating:

"I acknowledge that my wife/husband/etc. is traveling out of the country with my son/daughter/group. He/She/They has/have my permission to do so."

### Parental consent/permission letter

*What should a parental consent/permission letter look like? Is there a Customs and Border Protection (CBP) form?*

There is not a CBP Form letter, however, the parental consent letter should include: Who, What, Where, When, Why, and contact information for the absent parent(s).

Having the letter notarized is not necessary but highly recommended. For frequent border crossers, the letter should not exceed one year. It is recommended to have the letter in English.

\* School groups, teen tours, vacation groups.

CBP also suggests that this note be notarized.

While CBP may not ask to see this documentation, if we do ask, and you

do not have it, you may be detained until the circumstances of the child traveling without both parents can be fully assessed. If there is no second parent with legal claims to the child (deceased, sole custody, etc.) any other relevant paperwork, such as a court decision, birth certificate naming only one parent, death certificate, etc., would be useful.

Adults traveling with children should also be aware that, while the U.S. does not require this documentation, many other countries do; failure to produce notarized permission letters and/or birth certificates could result in travelers being refused entry (Canada has very strict requirements in this regard).



## Business Change of FedEx Kinko's China Operations

(From fedex.com)

In order to ensure the long-term success of its business, FedEx Office, an operating company of FedEx Corp., is making some business changes with respect to its FedEx Kinko's operations in China.

As a result of the changes at FedEx Kinko's China, the last day for drop-off service of FedEx Express interna-

tional or domestic shipments at FedEx Kinko's locations was **February 18, 2012 at 15:00**. We are sorry for any inconvenience this may cause you. Our hotline can arrange for pick up or you can drop off your shipment at one of our FedEx Express locations.

Please note the FedEx Office changes are related to FedEx Kinko's China operations only. FedEx remains commit-

ted to providing fast and reliable international express and domestic services in China to satisfy the various increasing needs of our customers.

### Toll free Customer Service Hotlines:

800-988-1888 (for telephone users, toll free)

400-886-1888 (for mobile phone users, toll free)



## Local News: Beijing to 'Clean Out' Illegal Workers

### Government's 100-Day Campaign Comes Amid an Online Debate Over Foreigners' Behavior in China

(From ASIA NEWS, May 15, 2012, By JOSH CHIN)

Beijing launched a 100-day campaign to "clean out" foreigners living or working illegally in the city amid a fervent online debate over the behavior of outsiders in China.

The campaign was announced in state media as well as on Peaceful Beijing, the official Beijing Public Security Bureau account on popular Twitter-like microblogging site Sina Weibo. According to the Peaceful Beijing notice, the city's police will employ "checks of key neighborhoods, regular crackdowns in key places and strict examination of visa applications" to identify foreigners who have either entered the country illegally or are living or working in the city without the proper visas. Accompanying the notice was an image of the "strike hard" fist typically associated with public crackdowns in China, and the number for a hotline residents can call to report suspicious foreigners.

The Beijing Public Security Bureau didn't respond to a request to comment. State-run Xinhua news agency said Beijing has about 120,000 foreign residents.

The clean-up campaign comes as Chinese social-media users heatedly debate the behavior of foreigners in the country. Last week, the stories of two foreigners—an American who bought french fries for a homeless woman in the city of Nanjing and a Brazilian man who was beaten after trying to stop a pickpocket in Dongguan—spread quickly online as Chinese Internet users engaged in a round of soul-searching over what many say is a short supply of Good Samaritans in China.

A similar discussion took place last year after a Uruguayan tourist jumped into Hangzhou's West Lake to save a drowning woman as dozens of Chinese onlookers stood idly by.

The crackdown on foreigners follows China's first known expulsion of an accredited foreign journalist since 1998. Officials this month declined to renew the visa and accreditation of Melissa Chan, an American reporter for al-Jazeera English in Beijing, and the Foreign Correspondents' Club of China said officials recently have been issuing more warnings to foreign journalists.

It is unclear whether either of the moves is related to efforts by the central government to exert more control in a

year when unusual political upheaval in China has captured the attention of China's Internet users.

In recent days, a video that appears to show a foreigner caught in the middle of sexually assaulting a Chinese woman has circulated widely on China's Internet. In the video, uploaded May 9 and viewed more than 10 million times on Chinese video site Youku, the foreigner is pulled away from the woman, scuffles briefly with a Chinese man and is later shown lying motionless in the street, where he is hit and kicked again before police arrive.

In a notice later posted on Sina Weibo, Beijing police said the foreigner in the video, a Briton traveling in China on a tourist visa, had "acted indecently" toward the woman after drinking and had been detained pending an investigation. Sina Weibo users subsequently flooded the post with comments, many of which accused the police of trying to soft-pedal the incident.

The announcement of the Beijing campaign prompted an outpouring of antiforeigner vitriol on social media Tuesday, propelling "illegal foreigners" into the top 10 list of trending topics on Sina Weibo. "I raise both hands and both feet in support of clearing out illegal foreigners: Send that foreign trash rolling back to where they belong," wrote one Sina Weibo user under the handle Wenfeng Qingluo, one of many who complained that China had become a destination for people with poor prospects in their home countries.

China has long been a relatively easy place for foreigners to live and work, with a huge demand for English teachers and a small but robust industry built around finding loopholes in the visa application process for those without the proper paperwork. Beijing has conducted one citywide sweep of illegal foreigners before, just ahead of the 2008 Olympics. Prior to that, Beijing police have been known to crack down on a district level.

"The online reaction is a little scary, but what the police are doing isn't particularly new," said Jeremy Goldkorn, founder of the Chinese media-tracking website Danwei and a resident of Beijing since 1995, adding that he thought the crackdown was most likely a response to the controversy over the video. "I don't think this necessarily reflects any general rise in antiforeigner sentiment," he said.

## Shanghai's Consular Section Launches Sina Weibo

The Consular Section of the U.S. Consulate General in Shanghai has launched its own Sina Weibo - <http://www.weibo.com/shanghaiusavisa>. (Sina Weibo is a Chinese microblogging website. Akin to a hybrid of Twitter and Facebook, it is one of the most popular sites in China, with a similar market penetration that Twitter has established in the USA.)

On this page, people can find information about applying for U.S. non-immigrant visas, as well as services the American Citizen Services (ACS) unit Shanghai offers to Americans traveling or residing in China. If you have a Sina Weibo account and would like to receive regular up-

dates, we invite you to visit this page.

The Sina Weibo page is intended as a supplement to, NOT a replacement for, the Shanghai Consulate's webpage <http://shanghai.usembassy-china.org.cn> and ACS unit's warden message system. At this moment the posts at our Sina Weibo are all in Chinese. You may ask questions in both English and Chinese.

**How to Join:** From your Sina Weibo page, search for "shanghaiusavisa" and click the "follow" button on the right of the search result. This will allow you to access the page and receive updates.

## International Travel Tips

Leaving China on business or holiday? We offer a few tips to make your international travel smoother:

Please carefully review the validity of your current U.S. passport. Regular passports are processed in Washington and are usually received within 10-20 calendar days after the application is submitted to the U.S. Embassy or Consulate. More information about the passport renewal process can be found at [http://shanghai.usembassy-china.org.cn/u.s.passport\\_renewals.html](http://shanghai.usembassy-china.org.cn/u.s.passport_renewals.html).

Please apply early if you need a new passport or additional pages in your passport, because passport services are by appointment only. Typically, only two sets of additional pages may be added to a passport; after that, you will need to replace the passport, even if it has not already expired. Also, additional pages cannot be affixed to a limited validity or a damaged passport.

Many governments require US travelers to have at least six months validity left in their passports for entry into their countries. Check our Country Specific Information Sheets to learn the Entry and Exit Requirements for your destination. These information sheets are available online at <http://travel.state.gov/>. Please keep in mind that if visas are required, you will need to visit the respective embassies of your destination countries. In addition, some visas may take several days or weeks to be processed, so plan ahead and make your visa appointments early.

The Department of State encourages U.S. citizens living overseas or planning to travel abroad to enroll in the Smart Traveler Enrollment Program (STEP) at <https://travelregistration.state.gov/ibrs/ui>. By en-rolling in STEP, we can keep you up to date with important safety

and security announcements and will also make it easier for the Embassy/Consulate to contact you in the event of an emergency. You should remember to keep all of your information in STEP up to date; it is particularly important when you enroll or update your information to include a current phone number and e-mail address.

We also recommend that you inform your family or friends of your travel plans. Tell those you trust about your travel plans, including your transportation, hotel, and local contact information, so that they know how to reach you in the event of an emergency. Keep a copy of your passport and China visa not in the same place you keep your passport.

You can find more information about international travel on the Department of State website at <http://travel.state.gov/>.

If you will be requiring services from the Consulate, remember that appointments fill up fast before or after the holidays, so please make sure to plan ahead. To make an appointment, visit our website at [http://shanghai.usembassy-china.org.cn/appointment\\_system011309.html](http://shanghai.usembassy-china.org.cn/appointment_system011309.html) and follow the link to Citizen Services.





## List of Hotlines in Shanghai

* Police电话报警: 110	* China Telecom中国电信: 10000	Bus Hotline公交热线: 969000
Text Message to Police短信报警: 12110	* China Mobile中国移动: 10086	Subway Hotline地铁热线: 64370000
* Fire火警: 119	* China Unicom中国联通: 10010	Railway Hotline铁路热线: 95105105
* Ambulance救护: 120	* Qiang Sheng Taxi强生出租: 62580000	Medical Appointments Hotline上海助医网 声讯咨询热线: 95001120
* Lifeline英语帮助热线: 62798990 (A public-benefit, non-profit organization offering free, confidential, and anonymous information and emotional support; open 10am – 10pm, 365 days a year)	Da Zhong Taxi大众出租: 96822	Shanghai Notary Publics公证: 96987200
* Directory Assistance查询电话号: 114	Smoking Complaint 违法吸烟举报: 962727	China Post中国邮政: 11185
* Shanghai Call Center信息服务: 962288 (A 24H hotline dedicated to assist foreigners in addressing daily life inconveniences)	Telephone/IPTV Repairs电话/有线电视故障报修 112 (Emergency repairs for telephone and broadband TV (IPTV) breakdowns)	Junk SMS Report垃圾短信: 12300
* Exit-Entry Bureau出入境管理: 28951900	Cable TV Service有线电视: 96877	Consumer Rights消费者协会: 12315
* Tourist Complaints旅游: 962020	Housing Management物业: 962121	Urban Construction城建投诉: 12319 (For complaints on a wide range of transport and construction services)
Time Service报时服务: 12117	Community Services社区: 962200 (Helps people to find services such as locksmiths and shops to repair household appliances)	Food and Drug Safety食品药品安全: 12331
* Weather Report天气预报: 12121	Recycling Pickup再生资源回收交投: 962300	* Labor Department劳动保障: 12333
* Foreign Affairs Office外事办: 22161600 (Can authenticate Chinese documents to be used in the U.S.; for detailed procedures and requirements, please contact the Foreign Affairs Office directly)	Home Appliance Repairs家电维修: 962512	* Price Complaints价格举报: 12358
* Airports Flight Inquiries航班问询: 96990	* Water Supply供水热线: 962740	* Quality Complaints质量热线: 12365
	Gas Supply燃气热线: 962777	Finance and Tax Consultation财税: 12366
	Funeral Services殡葬服务: 962840	Environment Protection环保: 12369
		<b>* Provide English Services</b>

## Local News: Illegal 'Clone' Taxis Look Real, Rob Riders

(From SHANGHAI DAILY, May 22, 2012, By ZHA MINGJIE)

Several local commuters have been scammed by a taxi company that turned out to be fictional. City taxi watchdogs said they have received three reports of thefts by "Jinhui Taxi," but they suspect there are many more victims.

The scam is not uncommon and is perpetrated by black-market cabs using fake names but appearing similar to legal cabs.

Passengers have been robbed of money,

public transportation cards and even cell phones. Officials said they were still looking for the drivers.

"They catch every opportunity they can to pull a scam," said Chen Zhaohui, who is an official with the city's traffic law enforcement team.

Chen said the illegal cabbies, using "cloned" taxis that look very similar to real ones, usually are difficult to trace and then to seize.

A rider, surnamed Lin, took a Jinhui Taxi

trip on May 13 in the Pudong New Area.

Lin's public transportation card was switched as he was paying the fare. Lin's card was loaded with more than 900 yuan (US\$142). Another rider, surnamed Gao, also saw her transportation card switched in April on a taxi that used the name Jinhui.

Traffic police estimated there are about 5,000 illegal and cloned taxis on city roads and 50,000 legal ones. Authorities said licensed taxis by year's end will have electronic tags for instant identification.